

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the City Clerk's office at (310) 618-2780. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting. [28CFR35.102-35.104 ADA Title II]

Direct questions or concerns to the Commission Liaison at (310) 618-2967 or individual department head prior to submission to the Commission. Parties will be notified if the complaint will be included on a subsequent agenda.

The Civil Service Commission is an advisory body to the City Council that meets on the second and fourth Mondays of each month at 6:00 p.m. in the Council Chambers and on other Mondays as required. All meetings are open to the public except for those portions related to personnel issues that under law may be considered in closed session.

**TORRANCE CIVIL SERVICE COMMISSION AGENDA  
MONDAY, MAY 8, 2023  
REGULAR MEETING  
6:00 P.M. IN LeROY J. JACKSON COUNCIL CHAMBER  
AT 3031 TORRANCE BL.**

**CIVIL SERVICE COMMISSION MAY TAKE ACTION ON ANY ITEM  
LISTED ON THE AGENDA**

**1. CALL MEETING TO ORDER**

**ROLL CALL:** Commission members Hamada, Herring, Kohus, Lohnes, Sasaki, Zygielbaum,  
Chair Adelsman

**2. FLAG SALUTE:**

**3. REPORT OF STAFF ON THE POSTING OF THE AGENDA**

The agenda was posted on the Public Notice Board at 3031 Torrance Bl. and on the City's Website on Wednesday, May 3, 2023.

**4. ANNOUNCEMENT OF WITHDRAWN, DEFERRED, AND/OR SUPPLEMENTAL ITEMS**

**5. ORAL COMMUNICATIONS (Limited up to a 15 minute period)**

*This portion of the meeting is reserved for comment on items under the Consent Calendar or items that are not on the agenda. Under the Ralph M. Brown Act, Commissioners cannot act on items raised during public comment, but may respond briefly to statements made or questions posed; request clarification; or refer the item to staff. Speakers under this Public Comment period will have no longer than 1 minute per speaker. Speakers please turn off or leave your cellular phone when you come to the podium to speak.*

**6. CONSENT CALENDAR**

*Matters listed under the Consent Calendar are considered routine and will be enacted by one motion and one vote. There will be no separate discussion of these items. If discussion is desired, that item will be removed by a Commissioner from the Consent Calendar and considered separately.*

**6A. Approve Civil Service Commission Minutes.**

Recommendation of Civil Service Manager that your Honorable Body approve the Civil Service Commission minutes of March 27, 2023, April 3, 2023 and April 10, 2023. (Minutes provided to Commission members only, copies available in the Personnel Building).

**6B. Accept and File Employee Transition Report for April 2023.**

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the month of April 2023.

**6C. Approve the Examination for Information Technology Analyst (Network Support).**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Analyst (Network Support) examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a three-month eligible list.

**6D. Approve the Examination for Information Technology Manager – Applications and Analytics.**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Manager – Applications and Analytics examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a six-month eligible list.

**6E. Approve the Examination for Information Technology Manager – Communications and Customer Service.**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Manager – Communications and Customer Service examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for six-month eligible list.

**6F. Approve the Examination for Information Technology Manager – Infrastructure and Cybersecurity.**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Manager – Infrastructure and Cybersecurity examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a six-month eligible list.

**6G. Approve the Examination for Information Technology Specialist (Police Department).**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Specialist (Police Department) examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a six-month eligible list.

**6H. Approve the Examination for Water System Operator II.**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Water System Operator II examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (60%), and Oral Interview (40%). Staff is requesting approval for a three-month eligible list.

**6I. Approve the Examination for Water System Operator III.**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Water System Operator III examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (60%), and Oral Interview (40%). Staff is requesting approval for a three-month eligible list.

**7. ADMINISTRATIVE MATTERS**

No Business to Consider.

**8. HEARINGS**

**8A. Appeal of Discipline of a Police Services Officer (2).**

*Consideration of public employee discipline will be conducted in closed session per California Government Code Section 54957(b)(1), unless the employee requests to have the appeal conducted in public session.*

**9. CLOSED SESSION**

**9A. CONFERENCE WITH LEGAL COUNSEL – EXISTING DISCIPLINE (California Government Code §54957(b) (1)):**

- 1) Appeal of Discipline of a Torrance Police Officer (2).
- 2) Appeal of Discipline of a Torrance Police Officer (11).
- 3) Appeal of Discipline of a Torrance Police Officer (12).

**10. COMMISSION ORAL COMMUNICATIONS**

**11. ADJOURNMENT**

**11A.** Adjournment of Civil Service Commission Meeting to Monday, May 22, 2023 at 6:00 p.m.

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: ACCEPT AND FILE EMPLOYEE TRANSITION REPORT FOR APRIL 2023**

**RECOMMENDATION:**

Recommendation of Civil Service Staff that your Honorable Body accept and file the Employee Transition Report for the month of April 2023.

**BACKGROUND/ANALYSIS:**

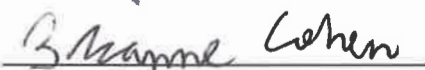
The Employee Transition Report for April 2023 is attached for your information and review.

Respectfully submitted,



Neyda Arechiga  
Human Resources Technician

CONCUR:



Brianne Cohen  
Civil Service Manager

Attachment: A) Employee Transition Report for April 2023

**EMPLOYEE TRANSITION REPORT  
APRIL 2023**

This report includes all internal promotions, internal transfers, and new hires throughout the City.

**INTERNAL PROMOTIONS**

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Bus Operator	Transit	Transit Dispatcher	Transit
Bus Operator	Transit	Transit Dispatcher	Transit
Equipment Attendant	General Services	Mechanic	General Services
Fire Recruit	Fire	Firefighter	Fire
Fire Recruit	Fire	Firefighter	Fire
Fire Recruit	Fire	Firefighter	Fire
Fire Recruit	Fire	Firefighter	Fire
Fire Recruit	Fire	Firefighter	Fire
Fire Recruit	Fire	Firefighter	Fire
Fire Recruit	Fire	Firefighter	Fire
Fire Recruit	Fire	Firefighter	Fire
Fire Recruit	Fire	Firefighter	Fire
Fire Recruit	Fire	Firefighter	Fire
Fire Recruit	Fire	Firefighter	Fire
Human Resources Technician	Transit	Human Resources Analyst	Transit
Maintenance Worker	Public Works	Lead Maintenance Works	Public Works
Maintenance Worker	Public Works	Tree Trimmer	Public Works
Maintenance Worker	Public Works	Tree Trimmer	Public Works
Senior Program Specialist	Community Services	Program Coordinator – Museum Curator	Community Services
Transit Equipment Attendant	Transit	Transit Mechanic	Transit
Transit Equipment Attendant	Transit	Transit Mechanic	Transit

**INTERNAL TRANSFERS**

FROM TITLE	DEPARTMENT	TO TITLE	DEPARTMENT
Management Aide	City Manager's Office	Management Aide	City Clerk's Office

**NEW HIRES**

TITLE	DEPARTMENT
Administrative Assistant	City Clerk's Office
Ambulance Operator	Fire
Ambulance Operator	Fire
Ambulance Operator	Fire
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit

**NEW HIRES (CONT.)**

<b>TITLE</b>	<b>DEPARTMENT</b>
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Apprentice Relief Bus Operator	Transit
Auto Parts Storekeeper	Transit
Building Inspector	Community Development
Bus Operator	Transit
Bus Operator	Transit
Bus Operator	Transit
Bus Operator	Transit
Bus Operator	Transit
Cable Television Announcer	City Manager's Office
Custodian	General Services
Custodian	General Services
Facilities Operations Attendant	General Services
Facilities Operations Attendant	General Services
Maintenance Worker	Public Works
Maintenance Worker	Public Works
Mechanic	General Services
Police Cadet	Police
Police Officer Lateral	Police
Police Officer Lateral	Police
Police Officer Lateral	Police
Police Officer Lateral	Police
Police Recruit	Police
Program Leader	Community Services
Program Leader	Community Services
Public Safety Dispatcher	Police
Relief Bus Operator	Transit
Relief Bus Operator	Transit
Sanitation Equipment Operator	Public Works
Sanitation Equipment Operator	Public Works
Senior Business Manager	Public Works
Storekeeper	Transit
Transit Dispatcher	Transit
Transit Equipment Attendant	Transit
Transit Equipment Attendant	Transit
Transit Senior Mechanic	Transit
Transit Senior Mechanic	Transit
Transit Supervisor	Transit

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY ANALYST (NETWORK SUPPORT)**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Analyst (Network Support) examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a three-month eligible list.

**BACKGROUND/ANALYSIS:**

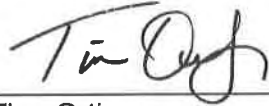
There is a current eligible list of less than five (5) names available for the classification of Information Technology Analyst (Network Support). Therefore, the Communications and Information Technology Department has requested a new recruitment to supplement the existing eligible list. Per Torrance Municipal Code Section 14.17.3, whenever less than five (5) names are certified for appointment from an open eligible list, or to a department head position, the appointing authority may make an appointment from such list or may make a temporary appointment until at least five (5) names are furnished. There is currently a vacancy due to retirement.

The class specification has been reviewed by the Communication and Information Technology Department and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of attached Class Specification.

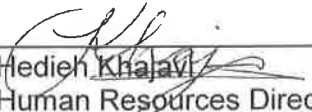
The previous examination in 2022 was weighted as follows: Application Review (Qualifying) and Oral Interview (100%). There will be no change to the exam types and weights.

There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

By   
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

  
Brianne Cohen  
Civil Service Manager





# INFORMATION TECHNOLOGY ANALYST

Class Code:  
1525

Bargaining Unit: Torrance Professional  
& Supervisory Association

CITY OF TORRANCE  
Revision Date: Oct 1, 2005

## SALARY RANGE

\$38.13 - \$51.12 Hourly  
\$6,609.20 - \$8,860.80 Monthly  
\$79,310.40 - \$106,329.60 Annually

### DEFINITION:

Under direction, performs professional and technical duties in one of the following areas: 1) Applications and Programming, 2) Network Operations, 3) IT User Support, 4) IT Network Support.

**Applications and Programming** supports multiple computer application subsystems including system analysis, computer program implementations, support and maintenance of subsystems, enhancement of ongoing systems, and development of computer logic flowcharts for analysis and integration into a computer program.

**Network Operations** maintains, tests, monitors, troubleshoots and provides "on-call" technical support of the City's Local and Wide Area Networks (LANs and WANs), and all related network software and hardware.

**IT User Support** supervises staff and coordinates the installation, testing, implementation, and maintenance for all reported IT hardware and software problems, or system problems and training.

**IT Network Support** coordinates the maintenance, testing, monitoring, security and troubleshooting for all centralized server IT hardware and software.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Attachment A



Distinguished from Systems Analyst in the level and complexity of the systems and projects assigned, the scope of work performed, and the assigned area of responsibility. Assignments at this level are generally limited in scope and are set within procedural frameworks established by higher level positions. Work requires the incumbent to exercise some judgment in selecting appropriate established guidelines to follow; significant deviations require prior approval. Interpretation of general administrative or operational policies is necessary. Work is reviewed upon completion for overall results.

Receives direction from Systems Analyst or management staff. May provide direct supervision to Information Technology Specialist staff.

## **EXAMPLES OF ESSENTIAL DUTIES:**

*The following describes the principal responsibilities and functions; however, they may vary depending upon assignment, and are not all-inclusive.*

- Assist in the analysis of client requirements for new and existing systems, makes subsequent recommendations, and designs appropriate systems to improve automation of City processes and client productivity.
- Plans and conducts training sessions for users and CIT staff as needed.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide the highest level of customer service to our users.
- Maintains up-to-date, accurate maintenance records of all information technology and network components and an inventory of all system hardware and software including charges for labor and parts.
- Implements, maintains, and updates backup and recovery programs to ensure system recovery can be achieved in the event of a serious failure, to include backing up and storing of backup storage data medium as required by department and legal standards.

*In addition to the duties listed above, incumbents assigned to the specific areas listed below perform the following:*

### **Applications and Programming**

- Prepares specifications for revision of existing computer programs, including operating procedures for users and computer operating personnel.
- Prepares test materials for each program and reviews the results.
- Analyzes problems and prepares concept design specifications for existing system; trouble-shoots existing and new program applications.
- Researches, recommends and implements application upgrades, enhancements, and required modifications to keep current and meet the end-user needs.
- Prepares detailed documentation and flow charts.

### **Network Operations**

- Maintains and configures Local Area Networks (LANs) and Wide Area Networks (WANs) utilizing various network management applications and common industry diagnostic tools and technologies;
- Acts proactively and reactively to monitor network activity, in order to maintain optimum performance, minimize down-time, and insure optimum network performance and security.
- Installs, configures and maintains network equipment such as, but not limited to, routers, switches, hubs, and other related equipment and cabling schemes.

### ***IT User Support***

- Plans and directs the work of staff. Instructs, assigns, plans and reviews work, coordinates activities, maintains standards, allocates personnel and provides input on performance evaluations. Assists in the selection of new employees, acts on employee problems, recommends and implements employee discipline.
- Provides training, advice and assistance as needed.
- Handles non-routine or complex installation, testing, implementation, and maintenance for all reported IT hardware and software problems, network or system problems and training.
- Provides technical user support and training.
- Monitors computer activity to maintain optimum performance.
- Performs regular security audits, to safeguard equipment and system.
- Manages and administers user passwords.

### ***IT Network Support***

- Handles non-routine or complex maintenance, testing, monitoring, security and troubleshooting and technical support for all centralized and server IT hardware and software.
- Administers and maintains email accounts, internet access, and server room.
- Monitors computer use activity to maintain optimum performance.
- Performs security audits to safeguard equipment and system.
- Assists in the research of new technical solutions to improve the City's network functions.
- When assigned as supervisor, coordinates day-to-day operations including assignment of work, training, advice and assistance as needed.

### **Examples of Other Duties**

*The following are duties generally performed by incumbents in this position but are not considered to be the principal job duties:*

- May serve as project leader for user or department specific information technology or network requirements.
- Performs related duties as required.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

*Any combination of education and experience that provides the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:*

An Associate's degree in Data Processing or Computer Sciences or a Certificate in Data Processing;

### ***Applications and Programming:***

Three years of progressively responsible information technology experience consisting of systems design, program design, coding, testing, implementing and documenting business application systems currently in use by the City.

### ***Network Operations:***

Three years of journey level related experience LAN/WAN and telecommunications in an information technology organization with at least two years of professional technical experience working with network operations and equipment currently in use by the City.

### ***IT User Support:***

Three years of journey level related experience in technical computer support with at least two years of professional technical experience working with computer equipment and software currently in use by the City.

***IT Network Support:***

Three years of journey level experience in computer support with at least two years of professional technical experience working with computer equipment and network software currently in use by the City.

**Licenses and/or Certificates**

Must possess and maintain an appropriate California driver's license. Professional certification in applications, hardware and systems used by the City is highly desirable.

**Knowledge of**

- Data modeling, process modeling, form design, and control procedures.
- Project organization necessary to achieve objectives, controls resources, and report status.
- Data input methods and control techniques used for computer processing.
- Proper English usage, spelling, grammar and punctuation.
- Federal, State, County, and Municipal laws, regulations, rules, policies, and procedures pertaining to department operations.
- General City operations.
- LAN, WAN, Internet, and Intranet networking characteristics, protocols, technologies, applications, and integration concepts;

*In addition to the above, incumbents assigned to the specific areas listed below are also expected to have knowledge of the following:*

***Application and Programming***

- Computer systems and applications.
- Computer programming and control languages currently in use by the City of Torrance.
- Database organization, access, and retrieval techniques.
- Principles of conducting a business system analysis, design, and specifications including the analysis of office procedures, equipment and methods.
- Forms design and report layouts.
- Application and data security.

***Network Operations***

- Contemporary network environments, hardware platforms, topologies and operating structures, and related equipment and tools;
- Current Federal, State and local legislation pertaining to network technology;
- Routing, switching and hub concepts, circuit and packet switching, broadcast vs. collision domains, network address translation and configurations, and firewall technology;
- Network traffic variances, performance parameters, traffic collisions, packet types and network security/privacy procedures.

***IT User Support***

- Computer integration to communication devices, control systems, and other computerized devices.
- Computer security, software flaws, and patches.
- Helpdesk technologies.

***IT Network Support***

- Computer integration to communication devices, control systems, and other computerized devices.
- Computer security, software flaws, and patches.
- Centralized computer hardware design, fault tolerance, and capacity planning.

**Ability to**

- Understand and carry out complex oral and written instructions; comprehend and make inferences from written material.
- Anticipate problems, develop solutions, to implement a plan of action; reason both logically and creatively.
- Follow-through on assignments including providing feedback and continual refinement.
- Exercise independent action and judgment within established guidelines.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Perform several tasks simultaneously, prioritize and meet deadlines.
- Establish rapport quickly and effectively with groups and individuals and maintain effective working relationships with those encountered in the course of work both internal and external to the City.
- Communicate effectively orally and in writing.
- Deal tactfully and effectively with the public.

## **SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this class includes the following physical demands and/or working conditions.*

Requires the ability to perform data or information entry into a keyboard device and the ability to remain in a sitting position for extended periods of time. Also requires some walking and climbing, some lifting and carrying objects of moderate weight (up to 50 pounds) and/or the operation of vehicles or tools in which manipulative skills and sufficient hand/eye coordination to perform semi-skilled repetitive movements are used. Tasks require sound and visual perception and discrimination. Tasks are regularly performed without exposure to adverse environmental conditions.

Must be available to respond emergency call outs during and after normal work hours.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification in addition to training and course work may serve to meet the qualification guidelines for Systems Analyst, Information Technology Manager or Communications Manager.

## **ESTABLISHED/REVISED DATE:**

Revised Date: October 2005  
Dept. Review Date: April 2023

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY MANAGER – APPLICATIONS AND ANALYTICS**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Manager – Applications and Analytics examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a six-month eligible list.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Information Technology Manager – Applications and Analytics.

The new class specification was approved at the City Council meeting on April 25, 2023 and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications section of attached class specification.

Similar to other management positions, it is recommended that the exam components be weighted as follows: Application Review (Qualifying) and Oral Interview (100%).

There is not a sufficient pool of internal candidates to qualify; therefore, an open recruitment is recommended.

Respectfully submitted,

By   
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Information Technology Manager – Applications and Analytics Class Specification





# INFORMATION TECHNOLOGY MANAGER - APPLICATIONS AND ANALYTICS

Class Code:  
1530

Bargaining Unit: Executive &  
Management Employees

CITY OF TORRANCE  
Established Date: Apr 25, 2023

## SALARY RANGE

\$69.55 - \$83.46 Hourly  
\$12,055.00 - \$14,466.00 Monthly  
\$144,660.00 - \$173,592.00 Annually

### DEFINITION:

Under direction, plans, organizes, and manages the activities of the Applications and Analytics Division in the Communication and Information Technology Department. Responsible for planning, development, implementation, and support for the City's current and future business applications, including planning, design, implementation, and maintenance; architects enterprise solutions; business intelligence, data analytics, and other data-driven management principles; performs related duties as required. Provides expert professional advice and internal consulting to departments on technology solutions to meet their business and operating needs.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from the Information Technology Director, the incumbent is not responsible for managing the entire Department. Distinguished from the Systems Analyst and Information Technology Analyst in that the incumbent does not routinely perform detailed development, programming, implementation, and direct support tasks. Work is performed within a broad framework of general policy and requires creativity and resourcefulness from past knowledge and experience to accomplish goals and objectives and apply software development and applications support concepts.



## **Supervision Exercised/Received**

Receives general direction from the Information Technology Director and supervises subordinate Communications and Information Technology staff through Supervisors and Systems Analysts.

## **EXAMPLES OF ESSENTIAL DUTIES:**

*The following duties represent the principal job duties; however, they are not all inclusive.*

- Responsible for the design, development, implementation, integration, monitoring, and maintenance of the City's business applications, including client-server, web, and mobile platforms.
- Lead and motivate teams, and manage complex projects and portfolios.
- Develop reports, data-driven analytical platforms, and statistical analysis solutions that help the City departments and community with business decisions and information transparency.
- Implements change controls and quality assurance protocols for effective and responsive applications support and development.
- Plans, assigns, coordinates and manages, through supervisors, the daily operations of the Division.
- Manages the work of professional Applications & Analytics Division personnel, including assigning, planning, and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline.
- Monitors staff's performance and coaches for improvement and development.
- Develops and implements division policies and procedures.
- Prepares reports and makes recommendations on current and proposed projects.
- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and City's mission, objectives and values; applies process improvement and quality management principles to assigned areas of responsibility.
- Develop and produce system documentation, instructional, procedural manuals, and systems architectural design.
- Create and administrate technology adoption programs, such as end-user training and effective support strategies.
- Oversees the GIS technologies development, including map creation, data sets, reports, and integration with other systems.
- Coordinates with the Information Technology Director and City management to prioritize projects and user requests.
- Manages the architectural planning, design, development, implementation and maintenance of a wide variety of technology solutions and services applicable to assigned areas of responsibility; manages and participates in the development of customer requirements and the evaluation of products and services to meet customer needs; reviews and approves general systems approaches to the solution of business and operating problems; works with City managers to prioritize development and enhancement requests.
- Regularly monitors project status and systems performance metrics to ensure results consistent with customer expectations. Coordinates projects with other City departments and agencies as required.
- Responsible for the Division service requests, project tracking, and staff workload in the ITSM system.
- Participates in interdepartmental and intradepartmental teams, committees, and boards as required. Prepare and presents reports and presentations.

- Keeps abreast of current information technology principles and practices, regulations, and literature that apply to City operations.
- Develops and administers division budget; reviews and coordinates financial sources for funding projects.
- Meets with internal and external customers to review current and future development and enhancement needs and to stay abreast of their business and operating requirements; coordinates information systems activities with other departments to optimize performance and use of installed systems in meeting customer needs; provides expert technical information, guidance and support to other departments as needed.

#### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- Assists in establishing a departmental disaster plan as part of a City-wide disaster plan.
- May perform duties of subordinates as needed.
- May participate in emergency callouts and after-hour support coordination.
- Participates in EOC operations as required.
- Participates on City teams that may not be technology related.

## **QUALIFICATION GUIDELINES:**

#### **Education and Experience**

*Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Graduation from a college or university with a Bachelor's degree in computer science or a related field such as information technology or information security and over seven years of enterprise applications development and support in the government or business environment, including at least three years of supervisory and project management experience; or an equivalent combination of training and experience.

Experience in the following areas is highly desirable: Application development using programming languages such as JavaScript, Python, and .NET technologies; system integrations, REST API; database administration and management such as Microsoft SQL Server; and Microsoft Power Platform technologies and SharePoint.

#### **License or Certificates**

Must possess and maintain an appropriate valid California driver's license.

Certifications in enterprise applications development, GIS technologies, cybersecurity, database management, Microsoft Power Platform, or programming languages are highly desired.

#### **Knowledge of**

- Principles, practices, and techniques of information systems management based on an IT Framework, such as ITIL or COBIT.
- Project management tools and techniques, including preparation and management of detailed project schedules and metrics and change management and control.
- Customer relationship management and internal consulting concepts and practices.
- Principles and methods of systems analysis, design, and best practice development methodologies and tools.
- System automation techniques, including scripting or programming languages.

- Cloud and on-premise-based systems and services, including SaaS architectures and design principles.
- Applications security concepts.
- Disaster planning and business recovery concepts and techniques.
- Systems integration and optimization concepts and techniques.
- Principles and practices of public administration include budgeting, purchasing, and maintaining public records.
- Research and analysis methods and techniques.
- Principles and practices of effective management and supervision.

#### **Ability to**

- Serve as a subject matter expert in the CIT Department's Applications and Analytics designated section.
- Manage large-scale conversion, implementation, and integration projects; Coordinate, manage, and schedule the design and implementation of new information technology systems;
- Plan, manage, supervise, assign, delegate, review, and evaluate the work of staff carrying out the functional and program responsibilities applicable to the designated section.
- Provide leadership in evaluating complex technology strategies and developing approaches that maximize return on investment.
- Perform project management responsibilities, including developing logical and efficient project plans, establishing priorities, monitoring and managing task completion, anticipating and avoiding problems, and working collaboratively and cooperatively with team members and user groups to ensure project accountability.
- Define issues, analyze problems, evaluate alternatives, and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules, and policies.
- Organize, set priorities, and exercise expert independent judgment within areas of responsibility.
- Develop and implement appropriate procedures and controls.
- Prepare clear, concise, comprehensive correspondence, reports, studies, and other written materials.
- Communicate clearly and effectively and convey understanding to technical and non-technical audiences orally and in writing.
- Represent the City effectively in dealings with contractors, consultants, vendors, and representatives of other agencies.
- Present proposals and recommendations clearly, logically, and persuasively.
- Establish and maintain effective working relationships with all those encountered in the course of work.
- Ensure safety and professional work standards are met.
- Establish and maintain effective working relationships with City employees, City Commissioners, public officials, private and community organizations, and the public.

## **SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as using a computer keyboard. Tasks require sound and visual perception and discrimination, as well as oral

communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

Work is primarily performed indoors in an office setting. Work involves frequently changing work priorities and the ability to meet deadlines. There will be off-site assignments and attendance at off-site meetings and conferences. Work may be required on evenings and weekends as needed.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification may serve to meet the qualification guidelines for Information Technology Director.

## **ESTABLISHED/REVISED DATE:**

Established Date: April 2023

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY MANAGER –  
COMMUNICATIONS AND CUSTOMER SERVICE**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Manager – Communications and Customer Service examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a six-month eligible list.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Information Technology Manager – Communications and Customer Service.

The new class specification was approved at the City Council meeting on April 25, 2023 and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications section of attached class specification.

Similar to other management positions, it is recommended that the exam components be weighted as follows: Application Review (Qualifying) and Oral Interview (100%).

There is not a sufficient pool of internal candidates to qualify; therefore, an open recruitment is recommended.

Respectfully submitted,

By   
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Information Technology Manager – Communications and Customer Service Class Specification





# INFORMATION TECHNOLOGY MANAGER - COMMUNICATIONS AND CUSTOMER SERVICE

Class Code:  
1531

Bargaining Unit: Executive & Management  
Employees

CITY OF TORRANCE  
Established Date: Apr 25, 2023

## SALARY RANGE

\$69.55 - \$83.46 Hourly  
\$12,055.00 - \$14,466.00 Monthly  
\$144,660.00 - \$173,592.00 Annually

### DEFINITION:

Under direction, plans, organizes and manages the operations of the Communications and Customer Support Division in the Communication and Information Technology (CIT) Department. Responsible for planning, development, implementation, and support of the City's current and future communications involving telecommunications, wireless/radio, and cabling; providing responsive and high-quality technical support for desktop and enterprise software/applications, hardware, systems, level 1 network services and problem resolution needs to all City staff; and performs related duties as required. Provides expert professional advice and internal consulting to departments on technology solutions to meet their business and operating needs.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from the Information Technology Director, the incumbent is not responsible for managing the entire department. The incumbent does not routinely perform detailed direct support tasks and is distinguished from lower-level supervisors in that the supervisors do not have administrative responsibility over a department division. Work is performed within a broad framework of general policy and requires creativity and resourcefulness from past



knowledge and experience to accomplish goals and objectives and apply the delivery of service-centered support services concepts.

### **Supervision Exercised/Received**

Receives general direction from the Information Technology Director and supervises subordinate Communications and Information Technology staff through Supervisors.

## **EXAMPLES OF ESSENTIAL DUTIES:**

*The following duties represent the principal job duties; however, they are not all inclusive.*

- Responsible for providing high-quality planning and project management services, including needs, analysis, development, and implementation oversight of large-scale technology projects; responsible for asset management, support services, equipment upgrades, and replacement rollouts.
- Responsible for supporting the City's desktops, laptops, mobile devices, business telephone and voicemail systems, radios, wireless communications, and cabling.
- Monitors and evaluates performance against service response and quality standards based on analysis of user support data and results of service calls.
- Lead and motivate teams and manage complex projects and portfolios.
- Organize, set priorities, and exercise expert independent judgment within areas of responsibility.
- Implements change controls and quality assurance protocols for effective and responsive technologies replacement and support.
- Plans, assigns, coordinates and manages, through supervisors, the daily operations of the Division.
- Manages the work of Communications and Customer Support staff, including assigning, planning, and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline.
- Coaches staff for professional growth and trains on current technologies.
- Develops and implements division policies and procedures.
- Prepares reports and makes recommendations on current and proposed projects.
- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and City's mission, objectives and values; applies process improvement and quality management principles to assigned areas of responsibility.
- Develops and produce system documentation, instructional, procedural manuals, and architectural design of the Division-supported technologies.
- Creates and administrate technology adoption programs, such as end-user training and effective support strategies.
- Coordinates with the Information Technology Director and City management to prioritize projects and user requests.
- Manages and participates in developing customer requirements and evaluating products and services to meet customer needs; reviews and approves general systems approaches solving of business and operating problems; works with City managers to prioritize development and enhancement requests.
- Regularly monitors project status and systems performance metrics to ensure results consistent with customer expectations. Coordinates projects with other City departments and agencies as required.
- Responsible for the Division service requests, project tracking, and staff workload in the ITSM system.

- Participates in interdepartmental and intradepartmental teams, committees, and boards as required. Prepare and presents reports and presentations.
- Keeps abreast of current information technology principles and practices, regulations, and literature that apply to City operations.
- Develops and administers division budget; reviews and coordinates financial sources for funding projects.
- Meets with internal and external customers to review current and future development and enhancement needs and to stay abreast of their business and operating requirements; coordinates information systems activities with other departments to optimize performance and use of installed systems in meeting customer needs; provides expert technical information, guidance and support to other departments as needed.

#### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- Assists in establishing a departmental disaster plan as part of a City-wide disaster plan.
- May perform duties of subordinates as needed.
- May participate in emergency callouts and after-hour support coordination.
- Participates in EOC operations as required.
- Participates on City teams that may not be technology related.

## **QUALIFICATION GUIDELINES:**

#### **Education and Experience**

*Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Graduation from a college or university with a Bachelor's degree in computer science or a related field such as information technology or project management and over seven years of customer service support in the government or business environment, including at least three years of supervisory and project management experience; or an equivalent combination of training and experience.

Experience in the following areas is highly desirable: Office 365 productivity suite administration and support; SharePoint administration; desktop and mobile device management systems, such as SCCM, Intune, or similar; software and operating systems deployment techniques, including scripting or programming languages; and cloud-based communication solutions and telephone systems.

#### **License or Certificates**

Must possess and maintain an appropriate valid California driver's license.

Certifications in communication systems or technologies and management principles related to customer support are highly desired.

#### **Knowledge of**

- Principles, practices, and techniques of information systems management based on an IT Framework, such as ITIL or COBIT.
- Project management tools and techniques, including preparation and management of detailed project schedules and metrics and change management and control.
- Customer relationship management and internal consulting concepts and practices.
- End-point security concepts and best practices.

- Principles and practices of public administration include budgeting, purchasing, and maintaining public records.
- Research and analysis methods and techniques.
- Communications technologies, including wireless/radio, telecommunications, and enterprise telephone systems.

**Ability to**

- Serve as a subject matter expert in the CIT Communications and Customer Service designated section.
- Manage large-scale conversion, implementation, and integration projects; Coordinate, manage, and schedule the design and implementation of new communication systems.
- Plan, manage, supervise, assign, delegate, review, and evaluate the work of staff carrying out the functional and program responsibilities applicable to the designated section.
- Provide leadership in evaluating complex technology strategies and developing approaches that maximize return on investment.
- Perform project management responsibilities, including developing logical and efficient project plans, establishing priorities, monitoring and managing task completion, anticipating and avoiding problems, and working collaboratively and cooperatively with team members and user groups to ensure project accountability.
- Define issues, analyze problems, evaluate alternatives, and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules, and policies.
- Organize, set priorities, and exercise expert independent judgment within areas of responsibility.
- Develop and implement appropriate procedures and controls.
- Prepare clear, concise, comprehensive correspondence, reports, studies, and other written materials.
- Communicate clearly and effectively and convey understanding to technical and non-technical audiences orally and in writing.
- Represent the City effectively in dealings with contractors, consultants, vendors, and representatives of other agencies.
- Present proposals and recommendations clearly, logically, and persuasively.
- Establish and maintain effective working relationships with all those encountered in the course of work.
- Ensure safety and professional work standards are met.
- Establish and maintain effective working relationships with City employees, City Commissioners, public officials, private and community organizations, and the public.

**SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as using a computer keyboard. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

Work is primarily performed indoors in an office setting. Work involves frequently changing work priorities and the ability to meet deadlines. There will be off-site assignments and

attendance at off-site meetings and conferences. Work may be required on evenings and weekends as needed.

**CAREER LADDER INFORMATION:**

Experience gained in this classification may serve to meet the qualification guidelines for Information Technology Director.

**ESTABLISHED/REVISED DATE:**

Established Date: April 2023

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY MANAGER –  
INFRASTRUCTURE AND CYBERSECURITY**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Manager – Infrastructure and Cybersecurity examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a six-month eligible list.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Information Technology Manager – Infrastructure and Cybersecurity.

The new class specification was approved at the City Council meeting on April 25, 2023 and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Minimum Qualifications section of attached class specification.

Similar to other management positions, it is recommended that the exam components be weighted as follows: Application Review (Qualifying) and Oral Interview (100%).

There is not a sufficient pool of internal candidates to qualify; therefore, an open recruitment is recommended.

Respectfully submitted,

By   
Tina Ortiz  
Senior Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Information Technology Manager – Infrastructure and Cybersecurity Class Specification





# INFORMATION TECHNOLOGY MANAGER - INFRASTRUCTURE AND CYBERSECURITY

Class Code:  
1532

Bargaining Unit: Executive & Management  
Employees

CITY OF TORRANCE  
Established Date: Apr 25, 2023

## SALARY RANGE

\$69.55 - \$83.46 Hourly  
\$12,055.00 - \$14,466.00 Monthly  
\$144,660.00 - \$173,592.00 Annually

### DEFINITION:

Under direction, plans, organizes and manages the activities of the Infrastructure and Cybersecurity Division in the Communication and Information Technology Department. Responsible for planning, development, implementation, and support for the City's current and future Information Technology systems, data center, cybersecurity, and network operations; performs related duties as required. Provides expert professional advice and internal consulting to departments on technology solutions to meet their business and operating needs.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

Distinguished from the Information Technology Director, the incumbent is not responsible for managing the entire Department. Distinguished from the Systems Analyst and Information Technology Analyst in that the incumbent does not routinely perform detailed development, programming, implementation, and direct support tasks. Work is performed within a broad framework of general policy and requires creativity and resourcefulness from past knowledge and experience to accomplish goals and objectives and apply IT concepts in developing plans

Attachment A



and strategies.

#### **Supervision Exercised/Received**

Receives general direction from the Information Technology Director and supervises subordinate Communications and Information Technology staff through Supervisors and Systems Analysts.

### **EXAMPLES OF ESSENTIAL DUTIES:**

*The following duties represent the principal job duties; however, they are not all inclusive.*

- Responsible for the design, development, installation, monitoring, and maintenance of the City's computing infrastructure, including cloud computing systems and enterprise-wide cloud strategies, network architecture, data, wireless and WAN/LAN networks, key enterprise systems such as email and messaging, data storage technologies, account and access management and associated systems, cloud-based system solutions, protocols and processes that support the City's technology environment; manages operations of the data center.
- Responsible for implementing security controls and developing the City Cybersecurity Plan with CISO and IT Director.
- Plans, assigns, coordinates and manages, through supervisors, the daily operations of the Division.
- Manages the work of professional Infrastructure & Cybersecurity Division personnel, including assigning, planning, and reviewing work; evaluating work performance and completing performance evaluations; coordinating activities; maintaining standards; allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing employee discipline.
- Monitors staff's performance and coaches for improvement and development.
- Develops and implements division policies and procedures.
- Prepares reports and makes recommendations on current and proposed projects.
- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and City's mission, objectives and values; applies process improvement and quality management principles to assigned areas of responsibility.
- Monitors, evaluates, prioritizes, and recommends the use of Information Technology resources to maximize benefits in meeting the Information Technology goals of the City.
- Coordinates with the Information Technology Director and City management to prioritize projects and user requests.
- Manages the architectural planning, design, development, implementation and maintenance of a wide variety of technology solutions and services applicable to assigned areas of responsibility; manages and participates in the development of customer requirements and the evaluation of products and services to meet customer needs; reviews and approves general systems approaches to the solution of business and operating problems; works with City managers to prioritize development and enhancement requests.
- Regularly monitors project status and systems performance metrics to ensure results consistent with customer expectations. Coordinates projects with other City departments and agencies as required.
- Responsible for the Division service requests, project tracking, and staff workload in the ITSM system.
- Participates in interdepartmental and intradepartmental teams, committees, and boards as required. Prepare and presents reports and presentations.
- Keeps abreast of current information technology principles and practices, regulations, and literature that apply to City operations.

- Develops and administers division budget; reviews and coordinates financial sources for funding projects.
- Meets with internal and external customers to review current and future development and enhancement needs and to stay abreast of their business and operating requirements; coordinates information systems activities with other departments to optimize performance and use of installed systems in meeting customer needs; provides expert technical information, guidance and support to other departments as needed.

#### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- Assists in establishing a departmental disaster plan as part of a City-wide disaster plan.
- May perform duties of subordinates as needed.
- May participate in emergency callouts and after-hour support coordination.
- Participates in EOC operations as required.
- Participates on City teams that may not be technology related.

## **QUALIFICATION GUIDELINES:**

#### **Education and Experience**

*Any combination of education and experience that provides the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Graduation from a college or university with a Bachelor's degree in computer science or a related field such as information technology or information security and over seven years of enterprise network management in the government or business environment, including at least three years of supervisory and project management experience; or an equivalent combination of training and experience.

#### **License or Certificates**

Must possess and maintain an appropriate valid California driver's license.

Certifications in enterprise system management, network architecture, and cybersecurity are highly desired.

#### **Knowledge of**

- Principles, practices, and techniques of information systems management based on an IT Framework, such as ITIL or COBIT.
- Project management tools and techniques, including preparation and management of detailed project schedules and metrics and change management and control.
- Customer relationship management and internal consulting concepts and practices.
- Principles and methods of systems analysis, design, and best practice development methodologies and tools.
- System automation techniques, including scripting or programming languages.
- Cloud-based systems and services, including network architectures and design principles and methods.
- Database and collaboration systems management systems and software.
- Enterprise network security management design principles and practices and related methodologies, tools, and software.
- Disaster planning and business recovery concepts and techniques.
- Systems integration and optimization design concepts and techniques.
- Principles and practices of public administration include budgeting, purchasing, and maintaining public records.
- Research and analysis methods and techniques.

- Principles and practices of effective management and supervision.

#### **Ability to**

- Serve as a subject matter expert in the CIT Department's Infrastructure & Cybersecurity designated section.
- Manage large-scale conversion, implementation, and integration projects; Coordinate, manage, and schedule the design and implementation of new information technology systems.
- Plan, manage, supervise, assign, delegate, review, and evaluate the work of staff carrying out the functional and program responsibilities applicable to the designated section.
- Provide leadership in evaluating complex technology strategies and developing approaches that maximize return on investment.
- Perform project management responsibilities, including developing logical and efficient project plans, establishing priorities, monitoring and managing task completion, anticipating and avoiding problems, and working collaboratively and cooperatively with team members and user groups to ensure project accountability.
- Define issues, analyze problems, evaluate alternatives, and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules, and policies.
- Organize, set priorities, and exercise expert independent judgment within areas of responsibility.
- Develop and implement appropriate procedures and controls.
- Prepare clear, concise, comprehensive correspondence, reports, studies, and other written materials.
- Communicate clearly and effectively and convey understanding to technical and non-technical audiences orally and in writing.
- Represent the City effectively in dealings with contractors, consultants, vendors, and representatives of other agencies.
- Present proposals and recommendations clearly, logically, and persuasively.
- Establish and maintain effective working relationships with all those encountered in the course of work.
- Ensure safety and professional work standards are met.
- Establish and maintain effective working relationships with City employees, City Commissioners, public officials, private and community organizations, and the public.

## **SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as using a computer keyboard. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

Work is primarily performed indoors in an office setting. Work involves frequently changing work priorities and the ability to meet deadlines. There will be off-site assignments and attendance at off-site meetings and conferences. Work may be required on evenings and weekends as needed.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification may serve to meet the qualification guidelines for Information Technology Director.

## **ESTABLISHED/REVISED DATE:**

Established Date: April 2023

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR INFORMATION TECHNOLOGY SPECIALIST (POLICE DEPARTMENT)**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Information Technology Specialist (Police Department) examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying) and Oral Interview (100%). Staff is requesting approval for a six-month eligible list.

**BACKGROUND/ANALYSIS:**


There is a current eligible list of less than five (5) names available for the classification of Information Technology Specialist. Therefore, the Department has requested a new recruitment to supplement the existing eligible list. Per Torrance Municipal Code Section 14.17.3, whenever less than five (5) names are certified for appointment from an open eligible list, or to a department head position, the appointing authority may make an appointment from such list or may make a temporary appointment until at least five (5) names are furnished. There is currently a vacancy in the Police Department due to a separation.

The class specification has been reviewed by the Police Department and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of attached Class Specification.

The previous examination in 2022 was weighted as follows: Application Review (Qualifying) and Oral Interview (100%). There will be no change to the exam types and weights.

There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

By 

Kelsie B. Winders  
Senior Human Resources Specialist

CONCUR:



Hedieh Khajavi  
Human Resources Director



Brianne Cohen  
Civil Service Manager

**6G**





# INFORMATION TECHNOLOGY SPECIALIST

Class Code:  
1517

Bargaining Unit: Torrance Professional  
& Supervisory Association

CITY OF TORRANCE  
Revision Date: Sep 14, 2022

## SALARY RANGE

\$31.20 - \$41.78 Hourly  
\$5,408.00 - \$7,241.87 Monthly  
\$64,896.00 - \$86,902.40 Annually

### DEFINITION:

Under direction, installs and maintains computer systems, networks and related equipment; conducts training and develops training materials, administers the City's network infrastructure and information systems, and performs related work as required.

### DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED / RECEIVED:

The Information Technology Specialist is the entry-level class in the information technology series. Incumbents are distinguished from the Information Technology Analyst in that the IT Specialist is not primarily responsible for City-wide major applications, and does not act as a project manager. Assignments are generally limited in scope and are set within procedural frameworks established by higher level positions. As experience accrues, the incumbent performs with increasing independence. Work requires incumbent to exercise some judgment in selecting appropriate actions within established guidelines to follow; significant deviations require prior approval. Interpretation of general administrative or operational policies is necessary. Work is reviewed upon completion for overall results. Information Technology Specialists receive direction from the Information Technology Manager or higher-level information technology staff.



## **EXAMPLES OF ESSENTIAL DUTIES:**

*The following duties represent the principal job duties; however, they are not all inclusive.*

- Identifies, troubleshoots, resolves, and documents user helpdesk requests, including hardware and software issues.
- Installs, upgrades, and configures personal computers and peripherals, including cell phones, printers, hard drives, memory and other system boards, keyboards, and monitors.
- Assists in the planning and coordination of software and application upgrades.
- Performs system and network administration and functions such as user adds, moves and deletes, backup and restore, preventive maintenance, and upgrades.
- Provides project recommendations and input for implementation strategies.
- Securely integrates City systems with outside entities using various communication links.
- Monitors systems and peripheral equipment, system processing, and error listings to maintain control of hardware and software malfunctions.
- Assists with HTML and Web development and in maintaining the City's Internet and intranet websites.
- Responds to helpdesk requests, analyzes problems with software and hardware and takes appropriate action to correct problems.
- Interacts with users via telephone, email, chat and other standard office communication methods.
- Assists users with computers, network, and application related issues and may provide training in areas such as database, security and LAN administration.
- Supports Office 365 suite, including OneDrive, Teams, and Sharepoint.
- Conducts individual and group training sessions, demonstrates computer programs and explains program and training objectives.
- Analyzes user training needs and develops computer-based training or selects the appropriate applications.
- Develops, prepares and evaluates training program outlines, training manuals, instructions, reference manuals, and other materials for various computer programs in use by the City.
- Prepares course training schedules and reports based on user participation.
- Provides training in City procedures as they relate to computerized applications.

### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered principal job duties:*

- Supports older technology during the transition phases.
- Monitors and distributes helpdesk calls.
- Assists with report programming.
- Tests new equipment, software, or technologies.
- Replaces data communications equipment when needed.
- Performs related duties as required.

## **QUALIFICATION GUIDELINES:**

## **Education and Experience**

High school diploma or equivalent. *Any combination of education and experience that would have provided the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:* Two years of technical experience performing a full range of computer support and networking activities, including software and hardware installation, applications support, troubleshooting, LAN administration, or in conducting training or preparing user documentation involving data processing systems or software currently in use by the City.

## **Licenses and/or Certificates**

Desired certifications include Microsoft, Cisco, CompTIA, Cybersecurity, and/or Information Security.

## **Knowledge of**

- Computers and peripheral equipment including operating systems and basic operations functions, system and memory configurations and software currently in use by the City.
- Operation of local area networks (LAN) and wide area networks (WAN).
- Computer programming in languages currently in use by the City of Torrance
- Data processing terminology.
- Data communications equipment and networks.
- Safety precautions necessary when working in a data processing environment.
- Methods, materials and equipment used for installing and cleaning computers and peripheral equipment.
- Proper English usage, spelling, grammar and punctuation.
- City policies and procedures affecting departmental operations.
- Public relations and customer service techniques, including telephone etiquette.
- City and Department Mission including strategic goals and objectives.
- General City operations.
- Applicable local, State and Federal laws and regulations.

## **Ability to**

- Install, operate, configure, diagnose and repair computers, related software and peripheral equipment.
- Monitor activity and components of data communications network.
- Detect software and hardware malfunctions and regulate the quality of printed output.
- Load and unload magnetic media on tape and disk drives.
- Determine users needs and problems, understand program requirements and develop effective solutions.
- Prepare documentation materials using proper spelling, grammar and punctuation.
- Read and understand software documentation and present technical concepts and procedures.
- Assist in the preparation of program estimates and meet deadlines.
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Shift priorities as departmental workload demands require.
- Clearly and concisely communicate orally and in writing to non-technical audience.
- Follow oral and written instructions accurately.
- Establish rapport quickly and effectively with groups and individuals and maintain effective working relationships with those encountered in the course of work both internal and external to the City.

## **SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the ability to perform installation work involving exertion of a moderate amount of physical effort to stoop, crouch and lift in the performance of duties; ability to perform duties in a safe manner; ability to lift objects up to 50 lbs.; sufficient hand/eye coordination to perform repetitive movements such as installing and setting up computer equipment and using office equipment and supplies. Tasks require color and visual perception and discrimination, as well as oral communications ability. May be subject to uncomfortable working conditions such as performing work in confined spaces.

The duties of this position may require the employee to be available at times other than regularly scheduled work hours to perform system back-ups and to assist in resolving operational problems. Operation of City vehicles and travel to remote city facilities may be required.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification may serve to meet the minimum requirements for promotion to Information Technology Analyst.

## **ESTABLISHED/REVISED DATE:**

Revised Date: August 2022

Department Review Date: May 2023

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR WATER SYSTEM OPERATOR II**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Water System Operator II examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (60%), and Oral Interview (40%). Staff is requesting approval for a three-month eligible list.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Water System Operator II. There are two (2) current vacancies within the Public Works Department due to a promotion and a separation.

The Class Specification has been reviewed by the Public Works Department and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of attached Class Specification.

The previous examination in 2021 was weighted as follows: Application Review (Qualifying), Written Test (Qualifying), Performance Test (60%), and Oral Interview (40%). Staff conducted an analysis of previous exam components, and it was determined that the knowledge and abilities required for this position can be assessed using the following weights: Application Review (Qualifying), Performance Test (60%), and Oral Interview (40%).

There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

By Anaid Navarro  
Anaid Navarro  
Principal Human Resources Analyst

CONCUR:

Hedieh Khajavi  
Hedieh Khajavi  
Human Resources Director

Brianne Cohen  
Brianne Cohen  
Civil Service Manager

Attachment: A) Water System Operator II Class Specification



# WATER SYSTEM OPERATOR II

Class Code:  
5402

Bargaining Unit: Torrance Municipal  
Employees (AFSCME Local 1117)

CITY OF TORRANCE  
Revision Date: Mar 1, 2016

## SALARY RANGE

\$33.44 - \$38.71 Hourly  
\$5,796.27 - \$6,709.73 Monthly  
\$69,555.20 - \$80,516.80 Annually

## DEFINITION:

Under general supervision, performs skilled work in the installation, repair and replacement of the City's water system; and performs related work as required.

## DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Water System Operator II is a journey level class in the series, distinguished from the Technician III in that the incumbents primarily operate heavy machinery and perform a full range of complex tasks and work within established procedures and/or policies. At this level, incumbents work with only occasional instruction or assistance. Work involves frequent interpretation of policies, procedures and guidelines, and may involve the development of recommendations consistent with directives, policies and regulations.

Receives general supervision from the Water Operations Supervisor and may receive technical supervision from the Water System Operator III. May provide technical supervision, which includes assigning, reviewing, coordinating and training, of the Water System Operator I, but this task is ancillary to the primary focus of the classification.



## **EXAMPLES OF ESSENTIAL DUTIES:**

*The following duties represent the principal job duties; however, they are not all-inclusive.*

- Performs installation, repair and maintenance of the City water system, including water mains, valves, water service lines, hydrants and/or meters;
- Drives and operates heavy equipment, including a backhoe, boom truck and tank truck to accomplish excavations and clean up at work sites;
- Verifies location of underground utility facilities before beginning excavation work;
- May provide technical supervision, which includes assigning, reviewing, coordinating and training to lower level Water System Operators;
- Performs daily safety inspections of equipment and machinery;
- Turns water service off and on as appropriate;
- Maintains accurate records as required;
- Responds to emergency calls during and after normal working hours;
- Investigates leaks ranging from meter leaks to large main leaks, determines level of repairs required;
- Contacts other water companies or utilities to advise them of service problems and coordinate repairs;
- Assists other division personnel with various water service tasks as required.

### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- Maintains and cleans equipment and tools; maintains clean and orderly workplace;
- May paint fire hydrants;
- May lay seed and fertilize where lawn/landscaping has been disturbed;
- May transport employees and equipment to job sites;
- May maintain field reports and work orders and dispatch crews;
- Performs related duties as required.

## **QUALIFICATION GUIDELINES:**

### **Education and Experience**

*Any combination of education and experience that would have provided the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Equivalent to a high school diploma and two years of experience in the installation, maintenance and repair of water distribution facilities, including water meters.

### **License and/or Certificates:**

Must possess and maintain an appropriate, valid California driver's license; a State of California Department of Health Services Water Distribution License Grade D2.

### **Knowledge of**

- Heavy equipment operations and maintenance;
- Accepted methods of repair, rehabilitation and maintenance of water supply and distribution system facilities;
- Water pipeline construction methods and practices;
- Materials, tools and equipment used in the installation, maintenance and repair of water systems, hydrants, meters, etc;
- Basic principles of water system hydraulics;
- Rules and regulations affecting municipal water departments;
- Safety rules and precautions related to the use of tools, vehicles and equipment;
- Proper procedures in lifting or moving heavy objects;
- General public relations techniques.

### **Ability to**

- Communicate effectively orally;
- Maintain accurate records of time, materials and equipment;
- Use basic arithmetic; take measurements;
- Read and understand work orders, drawings, maps, etc;
- Operate equipment including backhoe, boom truck, crawler tractor, water service truck, diagnostic equipment, power tools, heavy machinery, and various tools, etc., with skill and safety;
- Understand and carry out oral and written directions;
- Establish and maintain cooperative relationships with co-workers, the public, other City departments and individuals from other agencies;
- Learn City policies and procedures affecting departmental operations, generally City operations and utilize new skills and information to improve job performance and efficiency;
- Set up traffic control in a safe manner.

## **SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the ability to exert a considerable amount of force frequently to lift, carry, push, pull or otherwise move objects and to stoop, crouch, climb and lift in the performance of manual labor; to operate a variety of tools, equipment, construction equipment and vehicles; to work around electrical equipment in a safe manner. Tasks require color and visual perception and discrimination, as well as oral communications ability. May be subject to uncomfortable working conditions including exposure to dust, noise, heat or cold, and performing work in confined spaces.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification may serve to meet the minimum requirements for promotion to Water System Operator III with appropriate certification.

## **ESTABLISHED/REVISED DATE:**

Revised Date: March 2016

Revised Date: October 2022

Department Review: April 2023

Honorable Chair and Members  
of the Civil Service Commission  
City Hall  
Torrance, California

**Honorable Members:**

**SUBJECT: APPROVE THE EXAMINATION FOR WATER SYSTEM OPERATOR III**

**RECOMMENDATION:**

Recommendation of the Human Resources Director that your Honorable Body approve conducting the Water System Operator III examination on an open continuous basis consisting of the following exam components and weights: Application Review (Qualifying), Performance Test (60%), and Oral Interview (40%). Staff is requesting approval for a three-month eligible list.

**BACKGROUND/ANALYSIS:**

There is no current eligible list for the classification of Water System Operator III. There are three (3) current vacancies within the Public Works Department due to one added position, one retirement, and one promotion.

The Class Specification has been reviewed by the Public Works Department and appropriately reflects the position for the examination process. Therefore, the examination will be based upon the Knowledge and Abilities listed in the Qualification Guidelines section of attached Class Specification.

The previous examination in 2022 was weighted as follows: Application Review (Qualifying), Performance Test (60%) and Oral Interview (40%). There will be no change to the exam types and weights.

There is not a sufficient pool of internal candidates to qualify, therefore, an open recruitment is recommended.

Respectfully submitted,

By   
Anaïd Navarro  
Principal Human Resources Analyst

CONCUR:

  
Hedieh Khajavi  
Human Resources Director

  
Brianne Cohen  
Civil Service Manager

Attachment: A) Water System Operator III Class Specification





# WATER SYSTEM OPERATOR III

Class Code:  
5403

Bargaining Unit: Torrance Municipal  
Employees (AFSCME Local 1117)

CITY OF TORRANCE  
Revision Date: Mar 1, 2016

## SALARY RANGE

\$38.72 - \$44.85 Hourly  
\$6,711.47 - \$7,774.00 Monthly  
\$80,537.60 - \$93,288.00 Annually

## DEFINITION:

Under general supervision, performs skilled work in the installation, maintenance and repair of the City's water system; performs skilled work pertaining to water quality control; performs the most complex work of the meter repair shop; assigns, reviews, coordinates and trains lower level Water Service Technicians; and performs related work as required.

## DISTINGUISHING CHARACTERISTICS / SUPERVISION EXERCISED/RECEIVED:

The Water System Operator III is the advanced journey level in the series and may function as a working lead person. This level possesses significant technical expertise beyond that expected at the journey level. Incumbents exercise independent judgment in the performance of duties. Work is judged primarily on overall results and may require the development of recommendations consistent with directives, policies and regulations. Employees have greater authority over assignments and decisions required to perform the work than do lower-level classifications.

Receives general supervision from the Water Operations Supervisor; and provides technical supervision which includes assigning, coordinating, training reviewing and providing input on the evaluation of lower level Water System Operators.



## **EXAMPLES OF ESSENTIAL DUTIES:**

*The following duties represent the principal job duties however, they are not all-inclusive.*

- Performs installation, repair, maintenance and/or inspection of the City's water system, its components, and storage and production facilities; assigns, reviews, and coordinates the work of lower level Water Service Technicians;
- Monitors treatment equipment and pumping facilities of the water system;
- Ensures compliance with policies, procedures, safety guidelines, schedules and work specifications;
- Verifies location of underground utility facilities before beginning excavation work;
- Assists in coordinating work with contractors;
- Turns water service off and on as appropriate;
- Reads meters and records readings in route book;
- Receives and responds to inquiries and complaints from customers and the general public regarding water service;
- Performs the most complex installation, replacement, repair, inspection and maintenance of residential and commercial water meters and hydrant meters; assigns and coordinates the work of crew;
- Assists in the training of new and subordinate personnel;
- Maintains accurate records and prepare technical reports and diagrams, status reports, field logs, requisitions, etc. as required;
- Provides technical assistance to department staff and customers as required;
- Performs daily safety inspections of equipment and machinery;
- Responds to emergency calls during work and after normal working hours;
- Identifies cross-connection hazards;
- Monitors water quality; takes routine water samples for testing; determines need for water treatment or flushing of water mains.

### **Examples of Other Duties**

*The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:*

- May transport employees and equipment to job sites;
- May distribute notices to water customers;
- Maintains and cleans equipment and tools; maintains clean and orderly workplace;
- Performs related duties as required;
- Inspects facilities, reviews drawings/plans and provides recommendations for cross-connection hazards.

# **QUALIFICATION GUIDELINES:**

## **Education and Experience**

*Any combination of education and experience that would have provided the knowledge and skills required is qualifying. A typical way to obtain the knowledge and skills would be:*

Equivalent to a high school diploma and four years of progressively responsible experience in the installation, maintenance, repair and/or inspection of water distribution facilities.

## **License and/or Certificates**

Must possess and maintain an appropriate, valid California driver's license; a State of California Department of Health Services Water Distribution License Grade D3 and a State of California Department of Health Services Water Treatment License Grade T2.

## **Knowledge of**

- Hydraulic and mechanical operations as applied to the operation of water production, storage and distribution systems;
- Accepted methods of repair, rehabilitation and maintenance of water supply and distribution system facilities;
- Service connections, meters and backflow prevention devices and methods;
- Materials, tools and equipment used in the installation, maintenance and repair of water systems and system facilities;
- Physical and technical aspects of water distribution systems, including operations and maintenance;
- Basic chemistry;
- Rules and regulations affecting municipal water departments.

## **Ability to**

- Assign, review, coordinate and train crew members;
- Communicate effectively orally;
- Maintain accurate records of time, materials and equipment;
- Carry out quality control tests;
- Perform computations using variables and formulas; take measurements; compute percentages, ratio and proportion;
- Read and understand technical reports, drawings, specifications, etc;
- Understand and carry out oral and written directions;
- Read meters and record readings;
- Operate equipment including water service truck, diagnostic equipment, power tools, heavy machinery, test kits, and various tools, etc;
- Establish and maintain cooperative relationships with co-workers, the public, other City departments and individuals from other agencies;
- Learn City policies and procedures affecting departmental operations, generally City operations and utilize new skills and information to improve job performance and efficiency.

## **SPECIAL REQUIREMENTS:**

*Performance of the essential duties of this position includes the following physical demands and/or working conditions:*

Requires the ability to exert a considerable amount of force frequently to lift, carry, push, pull or otherwise move objects and to stoop, crouch, climb and lift in the performance of manual labor; to operate a variety of tools, equipment and vehicles; to work around electrical currents and/or hazardous materials in a safe manner. Tasks require color and visual perception and discrimination, as well as oral communications ability. May be subject to uncomfortable working conditions including exposure to dust, noise, heat or cold, toxic agents and chemicals, and performing work in confined spaces.

## **CAREER LADDER INFORMATION:**

Experience gained in this classification may serve to meet the minimum requirements for promotion to Water Operations Supervisor.

## **ESTABLISHED/REVISED DATE:**

Revised Date: March 2016

Department Review Date: April 2023